

# Attachment 2

## ACCESS SERVICE

5. Ordering for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3 Service Provisioning Intervals

The time required to provision the service (i.e., the period between the application date and the service date) is known as the service interval. Such intervals will be established in accordance with published interval guidelines and where possible, will reflect the customer's requested service date.

(D)

(D)

Schedules that specify installation intervals will also specify the services and quantities of the services that can be provided as specified in Section 5.2.3.1(B) and (C). The Telephone Company will adhere to the intervals as specified in Section 5.3.2(C) (1), except during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions).

(C)

(C)

(C)

A schedule of intervals applicable for Expanded Interconnection is located in the Telephone Company's Technical Publication for Expanded Interconnection. The Telephone Company's intervals for equipment are subject to equipment availability from the manufacturer and the published intervals will be adhered to except:

- during circumstances beyond its direct control (i.e., acts of God, governmental requirements, work stoppages and civil commotions) and
- when an interconnector designates equipment that is not used by the Telephone Company to provision its other access services and the Telephone Company must, therefore, first obtain training regarding the installation, maintenance and administration of the equipment designated as well as obtain the equipment itself.

(D)

(D)

(D)

(D)

Access Services will be installed during Telephone Company business days. If a customer requests that installation be done outside of normally scheduled work hours, and the Telephone Company agrees to this request, the customer will be subject to applicable charges described in 13.2 (Additional Labor).

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## ACCESS SERVICE

5. Ordering for Access Service (Cont'd)5.2 Access Order (Cont'd)5.2.3.1 Negotiated Interval

The Telephone Company will negotiate a service date interval with the customer when:

- (A) There is no standard interval for the service, or
- (B) The quantity of Access Services ordered exceeds the quantities specified in Section 5.3.2(C) (1), or
- (C) The customer requests a service date beyond the applicable standard interval service date.

Standard Intervals	
Analog/Voice Grade/DS0	10 days
DS1	5 days

The Telephone Company will offer a service date based on the type and quantity of Access Services the customer has requested. The negotiated interval may not exceed by more than six months the standard interval service date, or, when there is no standard interval, the Telephone Company offered service date.

(N)

(N)

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## ACCESS SERVICE

5. Ordering for Access Service (Cont'd)5.3 Rate Regulations (Cont'd)5.3.2 Access Order Modification Charges (Cont'd)(B) Service Date Change Charge (Cont'd)

- (3) A Service Date Change Charge is applicable on a per order per occurrence basis for each service date changed. Service Date Change Charges are specified in 5.4 (Rates and Charges).

Credit for Missed Installation on Confirmed Due Date as described in 2.5.5 (Missed Installation on Confirmed Due Date) does not apply to Service Date Change Charge.

(C) Expedited Order Charge

- (1) Analog (Metallic, Telegraph, Video and Wideband Analog), Voice Grade, DS0 (Wideband Data, Megalink Data and DovLink) and DS1 Access Services

(N)

If a customer desires that service be provided on a due date earlier than the standard interval, the customer may request that service be provided on an expedited service interval. To qualify for an expedited interval the customer must provide End User premises access, where needed, until 11PM (CT), Monday-Friday.

If, upon reviewing availability of equipment, facilities and scheduled workload, the Telephone Company agrees to provide service on an expedited basis and the customer accepts this proposal, an Expedite Order Charge will apply.

The maximum number of circuits, which may be expedited, is limited to twelve (12) two-point or six (6) multi-point Analog/DS0 circuits at the same location; and a limit of four (4) DS1 circuits at the same location. When the number of access circuits exceeds the maximum threshold the interval will be negotiated and expediting will not be an option.

If the Telephone Company determines that service can be provided on an expedited basis, the following charges will apply based upon agreed upon expedited service interval. The Expedited Order Charge applies on a per order basis, regardless of the number of circuits on the order.

(N)

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## ACCESS SERVICE

5. Ordering for Access Service (Cont'd)5.3 Rate Regulations (Cont'd)5.3.2 Access Order Modification Charges (Cont'd)(C) Expedited Order Charge (Cont'd)

- (1) Analog (Metallic, Telegraph, Video and Wideband Analog),  
Voice Grade, DS0 (Wideband Data, Megalink Data and  
DovLink) and DS1 Access Services (Cont'd)

(N)

USOC	Analog/Voice Grade/DS0 Access Services	
	Expedited Service Intervals	Expedited Order Charge
EODXN	9 days	\$375.00
EODXL	8 days	\$425.00
EODXJ	7 days	\$475.00
EODXG	6 days	\$525.00
EODXE	5 days	\$575.00
EODXC	4 days	\$625.00
EODXA	3 days	\$675.00

USOC	DS1 Access Services	
	Expedited Service Intervals	Expedited Order Charge
EODXR	4 days	\$625.00
EODXP	3 days	\$675.00

- (a) In addition to expedited order charges, special construction charges may apply, if the Telephone Company determines that additional cost will be incurred.
- (b) When the request for expediting occurs subsequent to the issuance of the Access Order, a Service Date Change Charge as specified in (B), preceding, also applies.
- (c) If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply, unless the missed service date was caused by the customer.

(N)

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ACCESS SERVICE

## 5. Ordering for Access Service (Cont'd)

### 5.3 Rate Regulations (Cont'd)

### 5.3.2 Access Order Modification Charges (Cont'd)

(C) Expedited Order Charge (Cont'd)

- (2) For all Access Services, excluding Analog, Voice Grade, DS0 and DS1 Access Services

If the customer desires that service be provided on an earlier date than that which has been established for the access order or the provision of the Access Service, the customer may request that service be provided on an expedited basis. If the Telephone Company determines that service can be provided on the requested date and that additional labor costs or extraordinary costs are required to meet the requested service date, the customer will be notified and will be provided with an estimate of the additional charges involved. The total charge to the customer for the Additional Engineering may not exceed the estimated amount by more than 10%. If the customer instructs the Telephone Company to proceed, such additional charges will be determined and billed to the customer as follows:

To calculate the additional labor charges, the Telephone Company will, upon authorization from the customer to incur the additional labor charges, keep track of the additional labor hours used to meet the request of the customer and will bill the customer at the applicable additional labor charges as set forth in 13.4.

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## ACCESS SERVICE

5. Ordering for Access Service (Cont'd)5.3 Rate Regulations (Cont'd)5.3.2 Access Order Modification Charges (Cont'd)(C) Expedited Order Charge (Cont'd)(2) For all Access Services, excluding Analog, Voice Grade, DS0 and DS1 Access Services

- (a) Extraordinary Costs: The special construction terms and conditions specified in Southwestern Bell Tariff F.C.C. No. 69 will be used by the Telephone Company to determine charges to recover the extraordinary costs which may be involved. Authorization to incur the costs and to bill the customer will be in accordance with the terms and conditions of Southwestern Bell Tariff F.C.C. No. 69. (T)  
(M)
- (b) When the request for expediting occurs subsequent to the issuance of the access order, a Service Date Change Charge as specified in (B) preceding also applies. (T)  
(M)  
(M)
- (c) If the Telephone Company is subsequently unable to meet an agreed upon expedited service date, no Expedited Order Charge will apply, unless the missed service date was caused by the customer. (N)  
(N)

(D) Partial Cancellation Charge (M)

Any decrease in the number of the following Access Services or Arrangements ordered will be treated as a partial cancellation and the charges described in 5.3.3 (Access Order Cancellation Charges) will apply.

- CCS/SS7 STP port terminations
- Dark Fiber Facility Arrangement strands(1)
- LIIDB OPCs
- MegaLink Custom Service channels
- MicroLink II Service access terminations
- Special Access channels
- STN access nodes, DTL volume option or additional DTLs
- Switched Access Service lines, trunks, DNAL channels, Switched Transport channels or Directory Transport channels

- (1) The Telephone Company's providing of Dark Fiber Arrangements is limited to existing installations at existing locations for existing customers (i.e., only those arrangements in service) as of June 7, 1994, or arrangements for which the Telephone Company has received an Access Service Request prior to June 7, 1994. (M)

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